

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:2488

ANSWERED ON:04.12.2002

CUSTOMER SERVICE CENTRE

CHINMAYANAND;RATILAL KALIDAS VARMA;RAVINDRA KUMAR PANDEY;Y.G. MAHAJAN

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of telecom customer service centers working at present in the country, State-wise;

(b) whether the Government are contemplating to open more such centers in the country; and

(c) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI Y. G. MAHAJAN)

(a) As on 30.9.2002, a total number of 3287 Customer Service Centres are operative in different circles. Circle-wise number of customer Service Centres opened is furnished in Annexure.

(b) & (c): Yes, Sir. It is planned to open at least one Customer Service Center in each Short Distance Charging Area (SDCA) of Bharat Sanchar Nigam Limited. In Mahanagar Telephone Nigam Limited, more Customer Service Centre will be opened as and when required.

ANNEXURE

SDCA-Wise Customer Service Center as on 30.9.2002 in BSNL & MTNL

Sl.No. Name of the Circle Customer Service Centre

1	Andaman & Nicobar	4
2	Andhra Pradesh	346
3	Assam	59
4	Bihar	94
5	Chhattisgarh	101
6	Gujarat	223
7	Haryana	57
8	Himachal Pradesh	45
9	Jammu & Kashmir	13
10	Jharkhand	33
11	Karnataka	264
12	Kerala	116
13	Madhya Pradesh	243
14	Maharashtra	420
15	North East-I	3
16	North East-II	2
17	Orissa	74
18	Punjab	110
19	Rajasthan	253
20	Tamil Nadu	157
21	Uttaranchal	42
22	Uttar Pradesh(East)	208
23	Uttar Pradesh(West)	84
24	West Bengal	101
25	Kolkata Telephone District	80
26	Chennai Telephone District	28
27	Delhi	49
28	Mumbai	78

Total 3287